

Eugene Police Department Commendations

November 2019



The Eugene Police Department received 17 commendations from citizens in November, 2019. Below is a sample of those commendations.

- A citizen praised the communications center for their assistance in providing support and CPR instructions during a motor vehicle crash incident within the county. The citizen had the call taker on speaker phone, and they were able to guide the citizen through CPR and relay pertinent information the citizen was giving to the dispatchers. The citizen thought both call takers did a "great job" and was very thankful to have them there.
- An officer was commended by a citizen for their professionalism during a recent ride-along that the citizen had the privilege of experiencing. The citizen commented, "(Officer's name) was professional, knowledgeable and I really appreciated the time he took to answer all of my questions...it was refreshing to spend time with someone who is passionate about their job. It was also very apparent that the Eugene PD has a very positive team-oriented culture."
- A citizen sent a 'Thank You' letter commending a call taker for their assistance and professionalism related to a call for service when the citizen's spouse had fallen and broke their shoulder. The call taker was able to guide the citizen through the incident until EMT personnel arrived on scene. The citizen commented, "Never having called 911 in the past, it was a real comfort to have been walked through a crisis so efficiently and well, knowing the party on the phone had our total well-being in mind and focused on having a successful outcome."
- An officer received a 'Thank You' letter from a citizen complimenting them for their "responsive and remarkable service" provided to their family recently. The citizen's spouse had experienced a cardiac arrest event prior to a local football game. During the family's time of duress, the officer was able to provide an escort for them to their vehicle, which allowed them to get to the hospital in an expedient manner. The citizen commented, "We are so thankful for the responsive and remarkable service you provided in support of (spouse's name) and our family."
- Officers were commended by the supervisor of a partnering agency for the positive relationship and support that has been provided to their

agency by the officers. The citizen stated that the officers are doing a “really good job, no issues at all”. The citizen further commented, “They have great staff out here.”

- A citizen commended an animal welfare officer for their assistance in dealing with an injured cat that was located within the citizen’s neighborhood. The citizen had been attempting to get help over a five-day period by contacting a local animal hospital and other local cat rescues, without success. The animal welfare officer was able to transport and have the cat examined for the citizen, which was a huge relief. The citizen commented, “The lady was an absolute angel. And very touching...She was just wonderful!”
- A citizen expressed their gratitude towards an officer and the positive effect they’ve made within the City of Eugene. The officer was a keynote speaker during a recent event that the citizen attended. The citizen commented, “Thank you (officer’s name). I appreciate the time you had taken to be on the (event name). I feel a lot safer coming to Eugene from Cottage Grove.”
- An officer was commended by a citizen for the presentation they provided to students at a local college. The presentation received a very positive response by those that had attended. The citizen commented, “Thank you so

much...for coming to my Academic Reading E class today to answer their questions about the law and law enforcement. The students were thrilled that you came and enjoyed your great presentation very much!”

- A citizen commended a call taker and an officer for the “terrific help” they received with recovering some of their stolen property in downtown corridor. The citizen commented, “The telephone responders were helpful, professional and courteous. (Officer’s name), as busy as he was, gave attention to my small issue. He handled the situation with calmness and efficiency.”
- A local neighborhood association expressed their gratitude for a crime prevention officer and their insight related to a spike in crime activity within their neighborhood. A member of the neighborhood association commented, “She was very informative, honest, and obviously concerned. (CSO’s name) has followed up with specific actions she has taken and intends to take. We really cannot express how much we appreciate and value the attention and efforts of (CSO’s name) and Eugene PD...The knowledge that someone is listening is very important in helping people feel safe.”